



HEBDEN GREEN COMMUNITY SCHOOL



Onsite Critical Incident Management Plan (Ambulance Procedure)

Written by	Reviewed by	Ratified by	Ratified on	To be reviewed on	Status
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Onsite Critical Incident Management Plan January 2022

Scope of consideration:

Any pupil, student or staff member who may require critical incident care on site during the school day.

Critical Incident Management Team Roles:

SLT 3

- 1 scene of incident
- 1 ambulance handover
- 1 rest of school

Site 1

- 1 gates

Reception

- 1 managing phone response

Responding to the Alarm

1. Alarm pulled and sounds at the alarm points throughout school.
2. SLT observe the alarm panel to check the location of the emergency. A member attends the emergency with their walkie-talkie and makes assessment of need, in association with health lead on site.

If the incident can be managed without the need for an ambulance, usual protocol including recording and reporting of incident to be completed by the staff member who alerted school to the emergency, via CPOMS (pupil) incident or accident form (pupil or staff).

If ambulance is required the following will happen:

Part 1 Making the Call

Part 2 Awaiting the Ambulance

Part 3 Ambulance Arrives

Part 4 Ambulance Leaves

Part 5 Debrief (where needed – where no immediate concerns to be reviewed in the weekly Health and Safety meeting)

Part 6 Recording

Part 1 Making the Call

Scene of Emergency Management

An SLT member to remain at the scene of the incident and communicate via walkie-talkie updates to the rest of SLT. These can be heard across school so should be minimal and only for operational updates.

A member of the SLT Team will attend the scene with a mobile phone to support calling an ambulance/ relaying information to 999 call handler.

Reception Management

Reception will liaise via walkie-talkie with the member of SLT attending the scene and be appraised of the situation. They will ring the emergency number provided for the pupil/ staff member. They will give an overview of the situation 'X is unwell, an ambulance has been called, and they will be taken to Leighton Hospital. Please arrange to meet x at Leighton hospital'. Reception are not able to go into detail regarding the presenting health of the child but can give an overview 'an ambulance has been called because x has had a seizure and the plan says to call for an ambulance'.

Site Management

The SBM, site manager, facilities manager and available admin colleagues to wear high visibility jackets and attend the gates.

Site/ facilities manager to attend the gates. Site manager to stop ALL incoming and outgoing traffic. Site manager to be a visible presence to guide the ambulance in.

Admin and business team to attend agreed muster points to guide ambulance to nearest school entry point to give quickest access to patient, when needed.

The above processes will need to be adapted and changed based on a dynamic risk assessment where time of the day or other events may impact on critical incident management. At these times the site manager/SBM alongside a member of leadership will plan based on this dynamic risk assessment. This will be recorded via CPOMS.

Head Teacher/ Deputy Headteacher to request reception colleague prepare the Arbor sheet which describes the pupil/ staff health need and any other critical information known about the child. Head Teacher to be fully appraised of the situation and have the Arbor sheet and handover prepared.

Rest of School Management

The other DHT or DHT SENCO will manage the rest of school, discreetly making colleagues aware that a critical incident means that eg the playground is closed, the corridor is closed etc.

Part 2 Awaiting the Ambulance

Scene of Emergency Management

SLT member remains on scene, providing and receiving operational updates as needed. Relay additional information to reception and site as needed.

Reception Management

Reception to switch phone to answer machine to keep line clear whilst waiting for ambulance, in case family member calls or emergency response get cut off and call school

Site Management

Site on gates and at muster points keep traffic static and prevent entry or exit to campus *this can be judged by staff member at gate who can have visual check on ambulance arriving*

Rest of School Management

Rest of school to be kept calm, away from the scene of the incident, to support dignity and prevent panic or concern. Rest of school management to complete visual or walkie-talkie check of scene and enquire re need for screens, blanket, additional PPE etc.

Part 3 Ambulance Arrives

Scene of Emergency Management

Prepare to listen to verbal handover from the health lead. Confirm with health lead that walkie-talkie communication says ambulance attending.

DHT to confirm which staff member most appropriate to attend in the ambulance with the pupil/ staff member. Relay this to rest of school management.

Reception Management

Reception to keep phone lines clear and be alert for any walkie-talkie communication

Site Management

Site management to direct ambulance to pupil/ staff member. Site management to continue to keep the site traffic free.

Head Teacher/Deputy Headteacher to greet ambulance with verbal handover of pupil/ staff member name, age, brief overview of situation and any important information eg advanced care plan, medical notes etc

Rest of School Management

Rest of school to be kept calm, away from the scene of the incident, to support dignity and prevent panic or concern.

Ask identified class member if they are able to accompany pupil or staff member in the ambulance. Ensure that they have water, snack and access to a phone. Take these to the staff member. Direct the staff member to the ambulance. Confirm collection from hospital arrangements with the staff member.

Part 4 Ambulance Leaves

Scene of Emergency Management

Health and education team to clear away any PPE or emergency paraphernalia. Verbal debrief at site for immediate discussion re any follow up linked to the situation.

SLT member at scene to appraise class staff of situation, assure them that the pupil or staff member is being safely cared for.

SLT member confirm with staff member in ambulance their communication strategy including liaising with parent/family of pupil or staff member.

Reception Management

Reception to put phone back to usual service.

Site Management

Site team to direct ambulance safely off campus and return to usual duties.

Head Teacher/Deputy Headteacher to put data sheet in confidential waste if it has not been taken by ambulance team.

Head Teacher/Deputy Headteacher to arrange debrief via walkie-talkie for end of day for all staff who supported emergency.

Head Teacher to liaise with DHT who attended scene for immediate debrief and check wellbeing.

Rest of School Management

Rest of school to be kept calm, away from the scene of the incident, to support dignity and prevent panic or concern.

Part 5 Debrief (where deemed necessary)

Scene of emergency, reception, site and rest of school colleagues invited to attend debrief, in person or online, on the day of the incident, arranged by the Head Teacher.

Health to be invited to attend.

Head Teacher to lead the debrief and enable each team member to talk through their role, any questions, concerns, learning points.

Head Teacher to support the wellbeing of all present and seek update from parent/ family of pupil/ staff member re health of patient.

Head Teacher to be available to team in the days following the incident.

Part 6 recording

DHT who was Scene of Emergency Manager to write up incident via CPOMS and share with SBM if H&S submission required.